

Information for general practice pet owners

Welcome to Willows Veterinary Centre. The following points are intended as a guide to let you know what you can expect from our practice and we hope they will help to answer any questions or concerns you may have. If you need more assistance or advice, please do not hesitate to contact us directly on 0121 712 7070.

Appointment times

All patients at Willows, with the exception of emergencies, are seen by appointment. Please contact us by telephone or alternatively feel free to call in at the surgery in order to make an appointment.

Routine appointments with our general practice vets last 15 minutes. This is an extended time by comparison to many veterinary practices. Although a 15 minute consultation is inevitably more costly than if it were shorter (say, 5 or 10 minutes, for example) we prefer to work in this way as it gives us the opportunity to take a full history, give your pet a proper physical examination and have the time to formulate a potential plan of action and discuss it fully with you.

If your pet is currently registered at another veterinary practice and has no ongoing problems you can transfer your pet to us by contacting your current veterinary surgeon and requesting that they send us your pet's clinical history. We will then see your pet at the first routine appointment you make.

If your pet is already under treatment for an ongoing problem by a vet at another practice and you wish us to take over your pet's treatment then you will need to contact your current vet and request that they provide us with your pet's clinical history including details of any blood test results, the results of any other investigations and also details of any treatment your pet is receiving. The appointment time will be extended to 30 minutes in order for us to have the time to fully assess the situation, and the fee for the consultation will be proportionately higher as a result. You will still be seen by one of our general practice vets in these circumstances.

If you wish your pet to be referred to one of our specialist vets then you will need to make different arrangements – please see Arranging a Referral for details of how to go about this.

If you are making an appointment with us for the first time, please try to arrive early for your appointment so that you can register your details and those of your pet with reception.

Your pet's safety

Dog Owners

Please keep your dog on a short lead at all times in the car park and the waiting room, for your dog's safety and that of others. You may borrow a lead from reception if necessary.

Please avoid sitting with your dog in the designated cat waiting area.

Cat Owners

Please keep your cat safe in a closed basket at all times while you are visiting the practice. There is a designated cat waiting area available for your cat's comfort.

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Committed to excellence

Pricing information

If you would like details of consultation fees and routine procedures such as neutering, please contact reception for up-to-date pricing. If your pet has a more complex problem then the vet will be pleased to give you an estimate of further treatment costs at the time of the consultation, before you decide whether or not to go ahead with any recommended investigations and/or treatment.

Payment options

Cash, cheques and major credit/debit cards are accepted.

Payment will be expected at the time of consultation or on collection of your pet. A fee is charged for repeat consultations unless otherwise specified.

Please note there is a 2% surcharge for credit cards (not debit cards) and that we do not accept American Express, Solo or Diners cards.

Insurance claims

Under normal circumstances, we ask that you pay us at the time of treatment and claim back the funds from the insurance company yourself.

You will need to check with your insurance company about your level of cover, any exclusions you may have and what excess you will need to pay. We will do our best to help with this process, but insurance companies often prefer to deal with the policyholder.

Direct claims

Although we do not routinely make direct claims from insurance companies, they can be arranged with certain insurance companies under certain circumstances, provided that you discuss this with us prior to arriving for your appointment, before your initial consultation with the vet and prior to any investigations or treatment being undertaken. Direct claims cannot be requested at the time of collection of your pet, after treatment has already been given.

Please be aware that direct claims often necessitate quite lengthy preparation which may delay possible investigations and surgery. Direct claims are costly for Willows to administer and result in a delay in our receipt of payment - as a result we charge a non-returnable administration fee for handling every direct claim (including a smaller fee for all follow-up claims).

We require that a signed claim form is provided by you on each occasion that a direct claim is made, at the time of treatment - a direct claim cannot be made by sending us a claim form after your pet has been seen.

At the time of making the first direct claim, we ask for:

- a** a down-payment of any excess specified on your insurance policy (the excess is the first amount of the bill that your Insurance Company will not settle and which you must pay), regardless of whether you believe that this may already have been paid e.g. at your own vets – any overpayment will be promptly refunded. It is important to understand that insurance policies which involve an excess which is a percentage of the bill can result in a significant sum which needs to be paid directly to us by you.
- b** payment of any anticipated shortfall in the insurance claim – i.e. the financial difference between our invoice and your estimated level of remaining insurance cover.

Any shortfall in the cost of treatment which is not settled by your insurance company will be payable to us by you.

For further information regarding making direct insurance claims, please download our informative [Direct Insurance Claim Information Sheet \(PDF Document 214KB\)](#)

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Location

Willows Veterinary Centre and Referral Service is located a few minutes' drive from Junction 4 of the M42.

The M42 is readily approached from the M1, M5, M6 and M40. Exit at junction 4 of the M42 and head north towards Shirley on the A34.

Turn right at the second roundabout on the A34 – signposted 'Monkspath Business Park'. In 200 yards, turn left at the roundabout – also signposted 'Monkspath Business Park'.

In a third of a mile turn left at the roundabout onto Highlands Road. The hospital is 200 yards on the right.

Ample parking is provided.

Please telephone us on 0121 712 7070 if you are having difficulty finding the practice, or if you have been delayed and may be late for your appointment.

Please note that some satellite navigation systems will not correctly locate the practice using our postcode B90 4NH. Should you experience difficulties pinpointing Willows correctly on Highlands Road using your sat nav, you may find that using the postcode B90 4NG (which is actually incorrect!) may place Willows at the correct Highlands Road location.

